



### BEFORE THE ARIZONA CORPORATION COMMISSION

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JEFF HATCH-MILLER
Chairman
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BOOKETED BY

IN THE MATTER OF QWEST CORPORATION'S COMPLIANCE WITH §271 OF THE TELECOMMUNICATIONS

**DOCKET NO. T-00000A-97-0238** 

QWEST'S QUARTERLY REPORT REGARDING ITS CHANGE MANAGEMENT PROCESS

Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order<sup>1</sup> relating to Qwest's Operational Support systems ("OSS"), which, among other things, adopted certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp. 14-15.

In Staff's CMP Report, Staff recommended that Qwest develop a report on the effectiveness of the Re-Designed Change Management Process, to be filed with the ACC on a quarterly basis.<sup>2</sup> In accordance with that recommendation, Qwest began submitting quarterly CMP reports in August 2002, beginning with data for the second calendar quarter of 2002. The

Decision No. 66224, ACC Order, In the Matter of US WEST Communication, Inc.'s Compliance with §271 of the Telecommunications Act of 1996, at ¶¶72, 151, and ordering paragraphs (August 28, 2003)("OSS Order").

Staff's CMP Report at 15.

<sup>3</sup> OSS Order, at ¶¶72, 151, and ordering paragraphs (August 28, 2003).

<sup>4</sup> Further information regarding each CR can be found using the Product/Process Interactive Reports and Systems Interactive Reports on Qwest's wholesale web site. Links to those reports can be found at the following URL: <a href="https://www.qwest.com/wholesale/changerequest.html">www.qwest.com/wholesale/changerequest.html</a>

report regarding events that occurred during 3rd Quarter 2006 ("3Q2006") in accordance with the Commission's Order.

The information outlined by Staff in its recommendation is included in Exhibits A through D to this report, along with additional relevant information, as described below.

Commission adopted Staff's reporting recommendation in its OSS Order.<sup>3</sup> Owest submits this

Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted 3rd Quarter 2006 ("3Q2006"), sets forth a listing of the number of CLEC and Qwest originated systems and product/process Change Requests ("CRs"), along with the percentage of the total CRs submitted during the quarter by CLECs and Qwest, and a listing of all of the CRs submitted during the quarter, including the date on which the change was submitted, CR number, summary of the change requests, and the party that submitted the change.<sup>4</sup>

During 3Q2006, CLECs submitted two systems CR, which constituted 33% of the total number of systems CRs, and zero product/process CRs, which constituted 0% of the product/process CRs. Qwest submitted four systems CRs, which constituted 67% of the total number of systems CRs, and three product/process CRs, which constituted 100% of the product/process CRs.<sup>5</sup>

Exhibit B, entitled Qwest Wholesale Change Management Process: Status and Disposition of Changes/3rd Quarter 2006, sets forth a summary of the current status or disposition of all systems and product/process changes. These changes are listed in the following order:

<sup>&</sup>lt;sup>5</sup> Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides that Qwest must submit CRs for Level 4 product/process changes. While Qwest does not submit CRs to initiate Level 0-3 product/process changes, information regarding those changes is included in Exhibit A.

CLEC Systems Change Requests

• CLEC Product/Process Change Requests

- Qwest Systems Change Requests
- Qwest Product/Process Change Requests and Changes

Within the listing of Qwest Product/Process Change Requests and Changes, Qwest Level 4 changes (which require a CR) are listed first, followed by an aggregate listing of Level 1-3 changes.<sup>6</sup> For each change listed, Exhibit B contains the date on which the change was submitted, the type of change or CR number, a summary of the change, the status and proposed effective date, if applicable, and the party that submitted the change.

Exhibit C, entitled Qwest Whole Change Management Process: Summary of Changes by Interface Release/3rd Quarter 2006, sets forth information regarding interface changes that were implemented during 3Q2006.

Exhibit D contains two tables, entitled Qwest Wholesale Change Management Process: Escalation Process and Qwest Wholesale Change Management Process: Dispute Resolution Process, which set forth the escalations and dispute resolutions initiated during 3Q2006. These tables list the issues escalated and those taken to dispute resolution, if any, along with the resolution reached.

Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's compliance with each of the sections of Qwest's Wholesale CMP<sup>7</sup> to provide additional data regarding the effectiveness of the CMP. The matrix shows that the core provisions of the redesigned process have been in effect for over two years now and lists the timeframes and Qwest deliverables in the Wholesale CMP – each of which was defined and agreed to through

<sup>&</sup>lt;sup>6</sup> Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC operating procedures, and are effective immediately without notice. Because these changes do not require any notification, web change form, or history log, they are not tracked and are not reported here.

<sup>&</sup>lt;sup>7</sup> The current version of Qwest's Wholesale CMP can be found on the "What is CMP?" page of Qwest's wholesale web site at http://www.qwest.com/wholesale/cmp/whatiscmp.html

1	the redesign process – along with specific information	detailing Qwest's record of compliance
2	with those obligations. Qwest's compliance rate conti	nues to exceed 99%.
3	RESPECTFULLY SUBMITTED this 31st day	of October, 2006.
4	QWEST	CORPORATION
5 6		
7	1	mmy Lucia let
8		man G. Curtright porate Counsel
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23	ASSOCIATION 4312 – 92 <sup>nd</sup> Avenue, N.W.	7901 Lowrey Boulevard Denver, CO 80230
24		
25		
26	Vianetymon.	

### **EXHIBIT A**

# Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted 3rd Quarter 2006

	S E E C	Qwest
	CLEOS	
Number of Systems CRs:	2	4
Percentage of total		
Systems CRs:	33%	%29
Number of	(	
Product/Process CRs:	D	
Percentage of total		
Product/Process CRs:	%0	100%

	Systams Gir	Systems Change Requests	
	Olember Demiser Planter	Summary of change	Submitter
Date submitted	Change Kequest Indinger		
	20 00777	Increase Visibility to Dispatch	Qwest Corporation
7/11/2006	SCK0/1106-01		Owest Corporation
8/15/2006	SCR081506-01	Estimated Start Title Of Service Orders	Mountain
			Mountain
		Remove Consecutive Unit Requirement from	Telecommunications,
900010010	SCB082306-01	IMA	luc
8/23/2000	10 0000000	Lear Activity Report for IMA/CEMR/HEET	Verizon Business
8/28/2006	SCR082806-01	Coel Activity Report of the Community leads	Owest Comoration
9/6/2006	SCR090606-01	Retirement of IMA EUI	Cwest colporate:
9002/2/0	SCR090706-01	CEMR/MEDIAAC - Provide Pending DLRs	Owest Corporation
SULFOOD		,	J.
	Product/Process	Product/Process Change Requests	
	Change Doginet number	Summary of change	Submitter
Date Submitted	Change hequest hamber		
	00073406 4	New Collocation Power Monitoring Application   Qwest Corporation	Qwest Corporation
7/31/2006	1-00157001	Escility Connected (FC) Collocation Application	
0000	BC073106-2	modifications	Qwest Corporation
//31/2006	200000	IMA XMI related undates to the CMP	
8/1/2008	PC080106-1CM	Document and the CMP CR form	Qwest Corporation
00000			

### **EXHIBIT B**

Changes :			Status/proposed Submitter effective date	Mountain	Telecommunications, Inc	d Verizon Business		Status/proposed Submitter effective date			Status*/proposed Submitter effective date				ion Qwest Corportation		Status*/proposed Submitter effective date	ment Qwest Corporation	ment Qwest Corporation	ed Owest Corporation		Status/proposed Submitter effective date	07/05/06 Qwest Corporation	O7/06/06 Qwest Corporation
ition of			Status		Presented	Presented		Statu effe	-		Statu	Withdrawn	Presented	Presented	Clarification		Statu	Development	S Developr	Presented		State		
le Change Management Process: Status and Disposition of Changes	old gualter 2000	CLEC Systems Change Requests	Summary of change		Remove Consecutive Unit Requirement from IMA	User Activity Report for IMA/CEMR/HEET	CLEC Product/Process Change Requests	Summary of change		Qwest Systems Change Requests	Summary of change	Increase Visibility to Dispatch	Estimated Start Time of Service Orders	Retirement of IMA EDI	CEMR/MEDIAACC - Provide Pending DLRs	awest Product/Process Change Requests and changes	Summary of change	New Collocation Power Monitoring Application	Facility Connected (FC) Collocation Application modifications Development	IMA XML related updates to the CMP Document and the CMP CR form		Summary of Change	CMP - Ordering Overview V120	CMP - Local Service Freeze V18
Qwest Wholesale Cha			Type of Change/CR Number		SCB082306-01	-		Type of Change/CR Number			Type of Change/CR Number	SCR071106-01			SCR090706-01	Qwest	CR Number (Level 4 changes)	PC073106-1	PC073106-2	PC080106-1		Level of Change	Level 1	Level 1
			Date Submitted		9000/20/0			Date Submitted			Date Submitted	7/11/2006					Date Submitted	7/31/2006	7/34/2006	8/1/2008	0000	Date Submitted	9006/2/2	7/5/2006

Date Submitted	Type of Change/CR Number	umber Summary of change	Status/proposed effective date	
7/7/2006	Level 3	CMP - FINAL NOTICE CMP - Expedites and Escalations	7/24/2006	Owest Corporation
7/7/2006	Level 2	CMP - FINAL NOTICE and Qwest Response to Comment - Service Interval Guide for reale, UNE and Interconnection Services (SIG) V72	7/15/2006	Qwest Corporation
7/7/2006	Level 2	CMP - Regulatory Commissions, Getting Started as a CLEC	7/28/2006	Owest Corporation
7/7/2006	Level 2	CMP – IMA EDI & XML and IMA GUI and OSS Index Web Page and Navigation Streamline	7/28/2006	Qwest Corporation
7/10/2006	Level 3	CMP - FINAL NOTICE - Call Forwarding Feature PCAT MSS	7/27/2006	Qwest Corporation
7/10/2006	Level 3	CMP - FINAL NOTICE - Ordering Overview V119	7/25/2006	Qwest Corporation
7/10/2006	Level 3	CMP - FINAL NOTICE - Customer Contacts V45	7/25/2006	Qwest Corporation
7/11/2006	Level 3	CMP - Access to Emergency Services (911/E911) - V19.0	8/14/2006	Qwest Corporation
7/12/2006	Level 3	CMP - FINAL NOTICE Qsearch	7/31/2006	Qwest Corporation
7/13/2006	Level 1	CMP - Port In - V15 and Port Within - V13.0	07/14/06	Qwest Corporation
7/14/2006	Level 2	CMP – Web Update - Consolidate and remove obsolete or duplicate web pages under Training, Notices and Forums	8/4/2006	Owest Corporation
				Qwest Corporation
7/14/2006	eve	CMP - Resale - Competitive Response/Competitive Inquiry - V19.0, -Resale - Customer Incentive Program V6.0	07/17/06	
7/17/2006	Level 1	CMP - Forecasting - V35.0	07/18/06	Owest Corporation
7/19/2006	Level 3	CMP - FINAL NOTICE - Directory Assistance (DA) V16.0	8/7/2006	Qwest Corporation
7/20/2006	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V73	07/21/06	Qwest Corporation
7/21/2006	Level 2	CMP - Temporary Disconnection for Non-Payment/Restore – V9.0	8/11/2006	Qwest Corporation
7/21/2006	Level 4	CMP - Resale - General - V64.0	9/1/2006	Qwest Corporation
7/25/2006	Level 3	CMP - FINAL NOTICE - Resale - General - V63.0	8/11/2006	Qwest Corporation
9002/22/2	evel 1	CMP - New High Speed Internet (HSI) Service Web-Based Training	07/27/06	Qwest Corporation
7/28/2006	Level 2	CMP - Technical Publication, Installation Supplier Quality Workmanship Assessment Guidelines, 77369	8/18/2006	Qwest Corporation
7/28/2006	Level 3	CMP – FINAL NOTICE - Access to Emergency Services (911/E911) – V19.0	8/14/2006	Qwest Corporation
7/28/2008	l evel 3	CMP – FINAL NOTICE – Port In V14.0	8/14/2006	Qwest Corporation

7/31/2006			effective date	
7/31/2006	-	CMP - Name Changes for Dex and FB DL User Doc	08/01/06	Qwest Corporation
7/31/2006	Level 1	Civil Trainio Original Control of the Control of th	08/01/06	Qwest Corporation
	Level 1	CMI - Name Changes to Doo and Total Control		Qwest Corporation
7/31/2006	Level 1	CMP – Accepting September Registrations	07/31/06	Owest Corporation
8/2/2006	Level 2	CMP - Interconnection Distribution Frame (ICDF) Collocation - V15.0	8/23/2006	
9000,070	1	CMP - Retraction of Port In - V13.0	08/03/06	Qwest Corporation
8/3/2000	- 1000	CMP - Collocation Test Access Points Overview - V2.0	08/04/06	Qwest Corporation
8/3/2006	Level 2	CMP - FINAL NOTICE - Temporary Disconnection for Non-	8/11/2006	Qwest Corporation
		CMP - Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) - V30.0	08/08/06	Qwest Corporation
8/7/2006	Level 1	CMP - New Customer Questionnaires V25	08/11/06	Qwest Corporation
8/10/2006	Level 1	CMP - Revised Collocation General Information - V62.0	9/29/2006	Qwest Corporation
8/15/2006	Cever	CMP - Operator Services - V20.0	9/2/2006	Qwest Corporation
8/15/2006	Level 2	CMP - Collocation - Space Reservations and Space Ontioning Overview - V1.0	9/29/2006	Qwest Corporation
00001170	1 love 1	CMP - Directory Assistance (DA) Service - V17.0	08/16/06	Qwest Corporation
8/15/2006	Level 1	CMP – FINAL NOTICE – Resale General V64	9/1/2006	Owest Corporation
8/17/2006	Level 2	CMP - Web Update - Redesign Qwest Technical Publication	9/7/2006	Qwest Corporation
				Qwest Corporation
8/21/2006	Level 2	CMP - Technical Publication, Interconnection and Collocation for Transport and Switched Unbundled Network Elements and Finished Services, 77386 Issue K	10/5/2006	
0000,100	0	CMP - Multiple PCATs TDRS Update	9/11/2006	Qwest Corporation
8/21/2006	Level 4	CMP - Collocation - Direct Current (DC) Power Overview - V3.0	10/5/2006	Qwest Corporation
8/22/2006	Level 2	CMP - Wholesale Customer Service Repair Escalation List for Residence, Small Business, Large Business, and Wholesale - V5.0	9/12/2006	Qwest Corporation
9/06/36/9	2 Java 1	CMP - Dual Service - V4.0	9/15/2006	Qwest Corporation
0002/20/0	1   ava	CMP Seattle ASR CCSAC/SS7 and ASR Switched Access Classes Cancelled	08/25/06	Qwest Corporation
8/29/2006	Level 3	CMP - Common Channel Signaling Access Capability (CCSAC)/Signaling System 7 (SS7) – Unbundled - V14.0	9/29/2006	Qwest Corporation

### **EXHIBIT C**

Qwest Wholesale Change	Management Process: Summary of cha 3rd Quarter 2006	nge by Interface release
	EXACT	
CLEC CRS	Number of CRs 0	
Qwest CRs	0	
Change Request number	Summary	Submitter
	Wholesale Billing Interface	
	Number of CRs	
CLEC CRs  Qwest CRs	0	<u> </u>
Change Request number	Summary	Submitter
	ASR Gateway/QORA Release	
CLEC CRs	Number of CRs 0	
Qwest CRs	0	
Change Request number	Summary	Submitter
	SATE	
CLEC ORS	Number of CRs	
Qwest CRs	0 0	
Change Request number	Summary	Submitter
Thurst Harden Hambel		
	CEMR	
	Number of CRs	
CLEC CRs  Qwest CRs	0 0	
Change Request number	Summary	Submitter
Onange Nequest number	Outilitary	- Oubmittol
	Process and Documentation	
		L

	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Change Request number	Summary	Submitter	
	ASR Gateway/QORA UOM		
	ASK Gateway/GOKA COM		
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Observation in the second seco	S	Submitter.	
Change Request number	Summary	Submitter	
	-		
	MEDIAAC		
	Number of CRs		
			-
CLEC CRs  Qwest CRs	0		
<u>UWBSEGRO</u>	0		
Change Request number	Summary	Submitter	
annos pendessa (IRS componente annos as	Linear and the second s	еден жана байын жана жана жана жана жана жана жана жа	
	INA L		
	Number of CRs		<u> </u>
	number of One		
CLEC CRs			
Qwest CRs			
Change Request number	Summary	Submitter	
	Product Databases		
	Number of CRs		
CLEC CRs	0		
Qwest CRs	0		
Ohanna Bannastanunkan	A	C. handistan	
Change Request number	Summary	Submitter	

### **EXHIBIT D**

Summary of escalation com/wholesale/cmp/escalations.htm	Submitter
com/wholesale/cmp/escalations.htm	
	· · · · · · · · · · · · · · · · · · ·
	rocess
Summary of change	Submitter
	nt Process: Dispute Resolution P arter 2006  Summary of change  m/wholesale/cmp/dispute.html

### **EXHIBIT E**

Supporting References	Supporting data can be found at the following URL:	http://www.qwest.com/wholesal e/cmp/changerequest.html (Select either CLEC-Owest	Change Request – Product/Process Interactive	Reports or CLEC-Qwest Change Request – Systems Interactive	Reports.)				
Qwest's Record of Compliance	Qwest has complied with this process for over 59 months.	Qwest processed 531 new OSS Interface CRs between October	3, 2001 and September 30, 2006.	Owest processed 299 new Product Process CRs	between October 3, 2001 and September 30, 2006	Qwest has rejected only 6 Process CRs on the grounds that they were deemed to be out of scope of the Change	Management Process.		
Date Process was Implemented	October 3, 2001								
Date Process was Baselined by the Redesign Team	October 2, 2001	Meeting minutes that reflect that the Redesign Team reached	Agreement on this section of the Qwest Wholesale Change Management Process document	can be found at the following URL:	http://www.qwest.com/wholesal	Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)			
Process	Section 1 Introduction and Scope	Qwest implemented Section 1 as	agreed to by the Kedesign Leam.						

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Owest's Record of Compliance	Supporting References
Section 2	Varies by sub-section.	Qwest implemented Section 2 as	Qwest has modified the	Supporting data can be found at
Monoging the Change		specified in the Qwest's Record of Compliance column.	processes, as necessary, as determined by the Redesign	the following UKLS:
Managing the Change Management Process			Team.	http://www.qwest.com/wholesal
Management 10003				e/cmp/poc.html (CLEC-Qwest
Owest implemented Section 2 as			Owest posts a POC list to the CMP web site.	POC List)
agreed to by the Nedesign Leant.				http://www.gwest.com/wholesal
			CMP Managers have been in	e/cmp/changerequest.html (See
			place since the inception of CMP	either CLEC-Qwest Change
			m 1999.	Request - Froduct/Frocess Interactive Reports or CLEC-
			CR Project Managers have been	Qwest Change Request –
			in place (fulfilling the roles and	Systems Interactive Reports
			responsibilities described in the	These contain the names of the
			CMP) since August, 2001.	CR Project Managers assigned
				to each of the CRs.)
			Escalation/Dispute Resolution	
			Managers have been in place	http://www.qwest.com/wholesal
			(fulfilling the roles and	e/cmp/escdisp.html (See actual
			responsibilities described in the CMP) since September, 2001.	escalations.)
				http://www.qwest.com/wholesal
			Qwest posted a CLEC comments	e/cmp/review.html (This is the
			tool to the CMP web site.	tool the CLECs use to submit
				comments on a given PCAT or
			In April 2002, CLECs and	TechPub.)
			Owest agreed to procedures to	
			manage changes to the CMP. In	
			June 2002, CLECs and Qwest	
			agreed to use a CR to manage	
			changes.	

August 8, 2001  Meetings  Qwest implemented Section 3 as agreement on this section of the agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting August 7 & 8 Final Minutes - 8-29-01  Attachment 9, Page 8.)	3, 2001 minutes that reflect that			
	minutes that reflect that	See Qwest's Record of Compliance column.	Owest has conducted CMP monthly meetings at least once	Supporting data can be found at the following URLS:
and the second s	minutes that reflect that		per month since the inception of	
	Toom moorhod		Qwest's CMP in 1999. In	http://www.qwest.com/wholesal
	Sign ream reached		October, 2001, CMP monthly	e/cmp/tmarchive.html (CMP
Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmi redesign.html (see CMP Re- Design Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)	nt on this section of the		meetings were extended to two	meeting material, including
Management Process document can be found at the following URL:  http://qwest.com/wholesale/cmj redesign.html (see CMP Re-Design Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)	Vholesale Change		tull day sessions per the request	dates of meetings, distribution
URL: http://qwest.com/wholesale/cmj redesign.html (see CMP Re- Design Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)	ment Process document		of the CLEC participants, in March of 2005, an Exception	packages and meeting minutes)
http://qwest.com/wholesale/cmp redesign.html (see CMP Re- Design Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)	ound at the following		request (PC020205-3CM) was	http://www.qwest.com/wholesal
P Re-	vest.com/wholesale/cmp/		granted to allow the CMP	e/cmp/index.html (Qwest's CMP
1 7 & 1			Product/Process and Systems	web site)
Attachment 9, Page 8.)	7 &		Meetings to be held on the same	
	inutes - 8-29-01		day of cach month.	
	10m /, 1 m2 0:)		Qwest has provided meeting	
			materials, also known as	
			distribution packages, since the	
			inception of Qwest's CMP in	
			1999. An improved distribution	
			package format was introduced	e de la companya de l
			in September, 2001 for the	
			Product and Process CMP	
			for the Cystems CMP meetings	
			to me systems civil meetings.	
			Qwest has recorded meeting	
			minutes since August 15, 2001	
			for Product and Process CMP	
			meetings, and since September 19, 2001 for Systems CMP	
			meetings.	
			Qwest has made a number of	

its CMP	t of the	
improvements to its CN	website as a resul	Redesign effort.

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 4	September 20, 2001	September 20, 2001	Owest has complied with this	The CRs that were candidates
Types of Change	Mosting minutes that reflect that		should be noted that there was	for the LIMA 10.0 helease, by Character from the found at the
Owest implemented Section 4 3s	the Redesion Team reached		an impasse issue relating to the	following URL:
agreed to by the Redesign Team.	agreement on this section of the		definition of Regulatory CRs	http://www.qwest.com/wholesal
	Qwest Wholesale Change		that was resolved on April 4,	e/downloads/2001/011012/Syste
	Management Process document		2002. However, the team had	ms Distribution Doc.pdf (See
	can be found at the following		reached agreement on the other	Distribution Package for 10-18-
	URL:		aspects of the definition and the	01, Attachment E for CRs
	http://www.qwest.com/wholesal		impasse resolution did not	originally classified as
	e/cmp/redesign.html (See		change the language contained	Regulatory CRs and Attachment
	Meeting Minutes – CMP		in the Qwest Wholesale Change	F for Qwest Originated and
	Redesign Meeting September 18		Management Process document.	CLEC Originated CRs. NOTE:
	and 20 Final Minutes, Pages 6			There were no industry
	and 7.)		There were 4 Regulatory CRs, 0	Guideline CRs for the IMA 10.0
			Industry Guideline CRs, 24	Release.
			CLEC Originated CRs, and 25	
			Qwest Originated CRs on the	
			candidate list for the IMA 10.0	The CRs that were candidates
			Release.	for the IMA 11.0 Release, by CR
				type, can be found at the
			There were 2 Regulatory CRs,	following URL:
		-	16 Industry Guideline CRs, 10	http://www.qwest.com/wholesal
			CLEC Originated CRs, and 12	e/downloads/2002/020215/syste
			Qwest Originated CRs on the	msfebdistpackage.pdfhttp://www
			candidate list for the IMA 11.0	.qwest.com/wholesale/download
			Release. It should be noted that	s/2002/020215/systemsfebdistpa
			the 2 Regulatory CRs were for	ckage.pdfhttp://www.qwest.com/
			PID improvements. Effective	wholesale/downloads/2002/0202
			with Qwest's IMA 12.0 Release	15/systemsfebdistpackage.pdf
			and beyond, PID improvements	
			will be treated as either CLEC	
			Originated CRs or Qwest	
			Originated CRs.	

	There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA 12.0 Release.	There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.	There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.	There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.	There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.	There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.
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There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.	There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.	There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release	It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 2001	30, 2001 (west processed and closed 68 OSS Interface CRs.

Original) October 1, 2001(Original)  t reflect that eached ction of the mange s document ollowing  m/wholesal (See CMP)  evised)  t reflect that tagreed to may be ng URL:  m/wholesal (See CMP)  evised)  ctober 16  Ctober 1, 2001(Revised)  g document october 30, 2001 (Revised)  g document october 16  Ctober 16  Ctober 16  Ctober 1, 2001(Revised)  and/wholesal ctober 16  Ctober 1, 2001(Revised)	Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Hering minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP redesign Team.  Cotober 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting Minutes, Page 2.)	Section 5	September 5, 2001 (Original)	October 1, 2001(Original)	Owest has complied with the revised process 59 months.	Supporting data can be found at: Http://www.qwest.com/wholesal
the Redesign Team reached agreement on this section of the Qwest Unitiation  Qwest Wholesale Change  Management Process document can be found at the following  URL:  http://www.qwest.com/wholesal  clemp/redesign.html (See  limplemented the process  Meeting Minutes - CMP  Redesign Team.  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesal  e/cmp/redesign.html (See  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesal  e/cmp/redesign.html (See  Meeting Minutes - CMP  Redesign Meeting October 16  Final Minutes, Page 2.)	Sections 5.1 and 5.2	Meeting minutes that reflect that	October 30, 2001 (Revised)	•	e/cmp/changerequest.html
greenford on this section of the agreement on this section of the Management Process document can be found at the following u.R.:  Implemented Section 5.1 and be found at the following u.R.:  Intp://www.qwest.com/wholesal elongyfedesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following U.R.:  http://www.qwest.com/wholesal elongyfedesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	CLEC-Qwest OSS Interface	the Redesign Team reached		Between November 1, 2001 and	(Select CLEC-Qwest Change
implemented Section 5.1  Management Process document can be found at the following URL: http://www.qwest.com/wholesal e/cimp/redesign.html (See Meeting Minutes. Page 4.)  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesal e/cimp/redesign.html (See Meeting Minutes. CMP Redesign Meeting October 16 Final Minutes, Page 2.)	Change Request Initiation Process	agreement on unis section of the Owest Wholesale Change		processed 496 new OSS	Reports.)
implemented Section 5.1 can be found at the following  URL:  URL:  http://www.qwest.com/wholesal  e/cinp/redesign.html (See Meeting Minutes, Page 4.)  Redesign Team.  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesal  e/cinp/redesign.html (See Meeting Minutes - CMP  Redesign Meeting October 16  Final Minutes, Page 2.)		Management Process document		Interface CRs in accordance	
undering http://www.qwest.com/wholesal ecomp/redesign.html (See Meeting Minutes – CMP Redesign Team.  Redesign Team.  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesal ecomp/redesign.html (See Meeting Minutes, Page 2.)  Final Minutes, Page 2.)	Owest implemented Section 5.1	can be found at the following		with the CLEC-Qwest OSS	
implemented the process  Neeting Minutes – CMP Neeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	as agreed to by the Redesign	URL:		Interface Change Request	
rocess  Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	Team.	http://www.qwest.com/wholesal		to 9 CMP milestones for each	
Redesign Meeting September 5 Final Minutes, Page 4.)  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	Owest implemented the process	Meeting Minutes – CMP		CR 1.) Send Acknowledgement;	
Final Minutes, Page 4.)  October 16, 2001 (Revised)  Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL:  http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	improvements that were agreed	Redesign Meeting September 5		2.) Post CR to Web; 3.) Contact	
	to by the Redesign Team.	Final Minutes, Page 4.)		CR Originator; 4.) Hold	
				Clarification Meeting; 5.) Send	
		October 16, 2001 (Revised)		Initial Qwest Response; 6.) Post	
		5		Initial (west Kesponse to Web;	
sa <u>l</u>		Meeting minutes that reflect that		(.) Present Cr., 6.) Send Final	
6 6 sal		the Redesign Team agreed to		Owest Kesponse, 11 applicable;	
6 6		modify this section may be		and 9.) Fost Final Cwest	
r 16		found at the following URL:		Response to Web, it applicable.	
1.16		http://www.qwest.com/wholesal		The state of the s	
er 16		e/cmp/redesign.html (See		For the time period specified	
		Meeting Minutes – CMP		above, Qwest is responsible for	
		Redesign Meeting October 16		missing only 10 milestones of a	
equates to an average compliance rate of 99.74  Following is a description missed milestones:		Final Minutes, Page 2.)		possible 3982 milestones that	
Following is a description missed milestones:				liave occurred so fair. Tills	
Following is a description missed milestones:				equates to all avoides	
Following is a description missed milestones:				compilative rate of 99.7478	
missed milestones:				Following is a description of the	
				missed milestones:	
1.) SCR012802-1				1.) SCR012802-1	

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		sbouse	ime,	se was	the		ented	iis					ality			ing	d by	inal	ed and	þ				ality			ing	d by	final	ed and	Ġ.				sponse	ıme,
Initial	) Web	Explanation: The initial response	was sent to the CLEC on time,	however, the initial response was	not posted to the web until the	rocess	improvement was implemented	in April, 2002 to correct this			Final		Explanation: The functionality	d is not	feasible. However, Qwest	agreed to conduct an ongoing	analysis of issues identified by	the CLECs. Therefore, a final	response has not been issued and	this CR has not been closed		Final	o Web.	Explanation: The functionality	originally requested is not	feasible. However, Qwest	agreed to conduct an ongoing	analysis of issues identified by	the CLECs. Therefore, a final	response has not been issued and	this CR has not been closed		Initial	o Web	Explanation: The initial response	was sent to the CLEC on time,
Milestone Missed: Initial	Response Posted to Web	n: The i	the CL	ne initia	to the w	following day. A process	int was	002 to ca		2802-1	Milestone Missed: Final	ssued:	n: The f	originally requested is not	lowever	onduct	issues i	. There	as not b	s not be	2802-1	Milestone Missed: Final	Response Posted to Web.	n: The f	equeste	Iowever	onduct	issues i	. There	as not b	s not be	SCR012802-2	Milestone Missed: Initial	Response Posted to Web	n: The i	the CL
estone I	ponse P	Janation	sent to	vever, th	posted 1	owing d	roveme	April, 20	deficiency.	2.) SCR012802-1	estone l	Response Issued:	olanatio	zinally r	sible. H	eed to c	lysis of	CLECS	ponse ha	CR has	3.) SCR012802-1	lestone	sponse I	planatio	ginally r	sible. H	eed to c	llysis of	CLECS	ponse h	CR ha		lestone	sponse I	planatio	s sent to
W	Res	Exp	was	hov	not	lol	imp	in /	def	5)	Mii	Res	EXI	orig	fea	agr	ana	the	resi	this	3.)	Wil	Res	Exi	ori	lea	agr	ana	the	res	this	(.4	Mi	Re	EX	wa
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however, the initial response was not posted to the web until the	improvement was implemented	deficiency.	Milestone Missed: Initial	Response Explanation: The	initial response was not posted to	6.) SCR062402-01	Milestone Missed: Initial	Response Explanation Posted to	Web: The initial response was	day.	7.) SCR122002-01 Add UNE-P	Centrex 21 to SATE. Milestone	Missed: Acknowledgement of	missed by one day.	8) SCR122002-0 Add Service	order inquiry status (SOSI) to	SATE: Milestone Missed: Acknowledgement of CR. The	acknowledgement was missed	by one day.	9.) SCR073003-01 IMA Add	New IMA Reject Reason	Requested Froduct Not Available," Milestone Missed:	Acknowledgement of CR was	missed due to the evaluation of	this CR to determine if it should	be processed as a systems or
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	10 \ SCP073003_01 TMA Add	New IMA Reject Reason	"Degreeted Droduct Not	Accident found (No.	Available Tvillestone Ivilssed:	CR Posted to Web was missed	due to the evaluation of this CR	to determine if it should be	processed as a systems or P/P	CR		Correction: Qwest originally	reported that it was responsible	for missing 1 additional	for missing 1 additional	milestone. The milestone was	missed because the CLEC did	mission occause the CLLC and	not show up for the clarification	meeting so the meeting had to be	rescheduled (see SCR120301-1).		,	Note: Discussions to clarity	Qwest-originated OSS Interface	CRs are generally held	informally within Owest by the	mioninally within Awar by the	originator of the CK and the	Owest Subject Matter Experts	(SMEs) before the CR is even	submitted to the CMP and	mosting minutes are not	prepared for such discussions.	After the CR is formally	submitted to the CMP, it is	forwarded to Qwest SMEs, who	may clarify the CR (although	that is usually not necessary, as	clarification discussions have	Cial Illeation discussions have	already been held before the CK
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is submitted to CMP). In	general, the date that the CR is	forwarded to the Qwest SMEs is	the date that is populated in the	clarification meeting field in the	CLEC-Qwest Systems	interactive Report and thus for	nilestone measurement	urposes.
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Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Kedesign Leam		O 4 1 13-3;44 44.5	Commonting data can be found at:
Section 5.3	September 5, 2001 (Original)	October 1, 2001(Original)	Owest has complied with the	Supporting data can be found at:
CLEC Product/Process			revised process for 30 months.	nup.//www.qwest.com/wnotesai
Change Request Initiation	Meeting minutes that reflect that	October 30, 2001 (Revised)		e/cmp/changerequest.ntml
Process	the Redesign Team reached		Between November 1, 2001 and	(Select CLEC-Qwest Change
	agreement on this section of the		September 30, 2006, Qwest	Request – Product and Process
Owest implemented Section 5.3	Owest Wholesale Change		processed 246 new CLEC	Interactive Reports.)
as agreed to by the Redesign	Management Process document		Product/Process CRs in	
Team	can be found at the following		accordance with the CLEC	
	URL:		Product/Process Change Request	
Owest implemented the process	http://www.gwest.com/wholesal		Initiation Process. There are up	
improvements that were agreed	e/cmp/redesign.html (See		to 9 CMP milestones for each	
to by the Redesign Team.	Meeting Minutes – CMP		CR 1.) Send Acknowledgement;	
	Redesign Meeting September 5		2.) Post CR to Web; 3.) Contact	
٠	Final Minutes, Page 4.)		CR Originator; 4.) Hold	
			Clarification Meeting; 5.) Send	
٠.	October 16, 2001 (Revised)		Initial Qwest Response; 6.) Post	
			Initial Qwest Response to Web;	
	Meeting minutes that reflect that		7.) Present CR; 8.) Send Final	
	the Redesign Team agreed to		Qwest Response, if applicable;	
	modify this section may be		and 9.) Post Final Qwest	
	found at the following URL:		Response to Web, if applicable.	
	http://www.qwest.com/wholesal			
	e/cmp/redesign.html (See		For the time period specified	
	Meeting Minutes – CMP		above, Qwest is responsible for	
	Redesign Meeting October 16		missing only 8 milestones out of	
	Final Minutes, Page 2.)		a possible 2453 milestones that	
a a management			have occurred so far. This	
			equates to an average	
			compliance rate of 99.67%	
			•	
			Following is a description of the	
			missed milestones:	
			PC110201-2	
			107017	

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Milestone Missed: Customer	Contacted Explanation:	Employee was ill, manager did	not reassign CR to a backup	employee. Missed milestone by	2 days.	PC110201-2 Milestone Missed: Clarification	Meeting Held	Explanation: CRPM was ill,	manager did not reassign CR to	a backup employee. Missed	milestone by 13 days. It is not	clear in the notes why the	meeting was scheduled for	11/27. The CLEC was contacted	on 11/12.	PC120301-2	Milestone Missed: Clarification	Meeting Held	Explanation: The date that the	clarification meeting should	have been held conflicted with	the monthly CMP meetings, so	the clarification meeting was	held 2 days late.	PC120301-3	Milestone Missed: Clarification	Meeting Held	Explanation: The date that the	clarification meeting should	have been held conflicted with	the monthly CMP meetings, so	the clarification meeting was	held 2 days late.	PC120301-4	Milestone Missed: Clarification
																																-			

-						-																	-		
	Explanation: The date that the	eeting should	have been held conflicted with	the monthly CMP meetings, so	the clarification meeting was	வ்	y	Milestone Missed: Clarification		Explanation: The date that the	eeting should	have been held conflicted with	the monthly CMP meetings, so	the clarification meeting was	•		Milestone Missed: Clarification	Meeting Held Explanation: The	clarification meeting was held 3			sed: Send	nent	Explanation: Acknowledgement	2 days.
Meeting Held	Explanation: 1	clarification m	have been held	the monthly C	the clarification	held 2 days late.	PC120301-5	Milestone Mis	Meeting Held	Explanation:	clarification meeting should	have been help	the monthly C	the clarification	held 4 days late.	PC110201-1	Milestone Mis	Meeting Held	clarification n	days late.	PC062603-1	Milestone Missed: Send	Acknowledgement	Explanation:	was missed by 2 days.
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						-						Ar <sup>1</sup>						· ·							•

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5.4	Qwest implemented the process	April 1, 2002 (Original)	Qwest has complied with the	Supporting data can be found at:
Qwest Initiated Product/Process Changes	as agreed to in concept during the March 19 CMP Redesign	April 22, 2002 (Revised)	months and the revised process	e/notices/cnla/ (Select Product,
A Santian Continue &	Meeting.		for over 54 months.	Process, 11aming, inclwork- Tech Pubs)
(west implemented Section 3.4) as sorred to by the Redesign	Meeting minutes that reflect that		Between April 1, 2002 and	
Team.	the Redesign Team reached		September 30, 2006, Qwest	Http://www.qwest.com/wholesal
	agreement in concept on this		submitted 1958 new	e/cmp/changerequest.html
Owest implemented the process	section of the Qwest Wholesale		accordance with the Owest	Request – Product and Process
to by the Redesign Team.	document can be found at the		Product/Process Change Process.	Interactive Reports)
	following URL:			
	http://www.qwest.com/wholesal		There are 6 CMP Notification	4
	e/cmp/redesign.html (See		Requirements for each Level 1	
	Meeting Minutes -CMP		Change. Issue notice with the	
	Redesign Meeting March 18 &		following: 1.) Level of	
	19 Final Minutes, Page 10.)		disposition, 2.) Description of	
			change 3.) Note that changes are	
	April 16, 2002 (Revised and		effective immediately 4.) List no	
	Baselined)		comment cycle and contact	
			email for CMP Manager 5.)	
	Meeting minutes that reflect that		Include web notification form or	
	the Redesign Team agreed to		redlined document, if required.	
	modify this section may be		6.) Include history log, if	
	found at the following URL:		required.	
-	http://www.qwest.com/wholesal			
	e/cmp/redesign.html (See		There are 11 CMP Notification	
	Meeting Minutes – CMP		Requirements for each Level 2	
	Redesign Meeting April 16 Draft		Change. Issue notice with the	
	Minutes, Page 7.)		following: 1.) Level of	
-			disposition, 2.) Description of	
			change 3.) List of comment	
			cycle timeframes 4.) Provide	
			comment OKL 3.) Note the	

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<b>₩</b>		0															-	<u> </u>			<u>م</u>										-	
proposed effective date, 6.) Link to Document Review web site. if	required; 7.) Post documentation	on to the Document Review web	site, if required; 8.) Include web	notification form or redlined	document, if required; 9.)	Include history log, if required;	10.) Nesponse to CLLC	Final notification if applicable	J.J.	There are 11 CMP Notification	Requirements for each Level 3	Change. Issue notice with the	following: 1.) Level of	disposition, 2.) Description of	change 3.) List of comment	cycle timeframes 4.) Provide	comment URL 5.) Note the	proposed effective date, 6.) Link	to Document Review web site, if	required; 7.) Post documentation	on to the Document Review web	site, if required; 8.) Include web	notification form or redlined	document, if required; 9.)	Include history log, if required;	10.) Response to CLEC	comments, if applicable. 11.)	Final notification.	There are 9 CMP milestones for	each Level 4-Change Request	Change 1.) Send	Acknowledgement; 2.) Post CR to Web; 3.) Contact CR
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17	Clarification Meeting: 5 ) Send	Initial Owest Response; 6.) Post	Initial Qwest Response to Web;	7.) Present CR; 8.) Send Final	Qwest Response, if applicable;	Qwest	Response to Web, if applicable.	In addition there are 11 CMP	Notification Requirements. Issue	notice with the following: 1.)	on, 2.)	Description of change 3.) List of	comment cycle timeframes 4.)	Provide comment URL 5.) Note	the proposed effective date, 6.)	Link to Document Review web	.) Post	to the	Document Review web site, if	ide web	notification form or redlined	document, if required; 9.)	Include history log, if required;	CLEC	comments, if applicable. 11.)		beiline hering the the	rot the thine period specified of 1116		change 204 Lonel 3 changes	changes, 234 Level 3 changes, and 108 I evel 4 changes via the	SS.		Qwest initiated 130 Level 4 Product/Process CRs during this
A) Ho	on Meed	est Resp	est Resp	t CR; 8.	sponse,	st Final	to Web,	1 there	on Requ	h the fo	lispositie	n of cha	cycle tir	omment	sed effec	ocumen	uired; 7	ation on	t Reviev	8.) Inclu	n form	, if requ	story lo	onse to	s, if appl	fication.	or or	no pont	vest mu	1411855,	evel 4 c	on proce		tiated 13 rocess (
Originator 1 ) Hold	arificati	itial Ow	itial Ów	Present	west Res	and 9.) Post Final Qwest	sbouse	addition	otificatio	tice wit	Level of disposition, 2.)	escriptio	mment	ovide co	e propos	nk to Do	site, if required; 7.) Post	documentation on to the	ocument	required; 8.) Include web	ificatio	cument	clude hi	<ol><li>Response to CLEC</li></ol>	mments	Final notification.	r the tir		10, C	י אפון דיי	108 I	notification process.		west ini
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time period and is responsible for missing 2 Level 4-CR	milestones out of a possible 392 milestones that have occurred so	far. This equates to an average compliance rate of 99.79%	Owest is responsible for missing only 22 Level 1-4 CMP	a possible 13896 that have	an average compliance rate of 99.84%.	Following is a description of the missed Level 4 CR milestones:	Milestone Missed: Initial	Meeting Held Explanation: Date	missed due to a posting error 2.) PC101802-2IG	Milestone Missed: Initial Response posted to the web	Meeting Held Explanation: Date missed due to a posting error	Following is a description of the	missed notification milestones: 1.) Notification number:	PROS.04.03.02.F.00415.Billing Output. No level.	2.) Notification number: PROS.04.03.02.F.00415.Billing	Output. No comment cycle explanation.
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3.) Notification number: PROS.04.04.02.F/00418.Service	Managers. No levelPROS.04.04.02.F/00418.Se	rvice_Managers. No comment	cycle explanation. 4 ) Notification number:	TRNG.04.23.02.F.02166.May_T	RNG_Schedule. No level	5.) Notification number TRNG.04.23.02.F.02166.	May_TRNG_Schedule.	No comment cycle explanation	0.) Notification funder. TRNG.04.03.02.F.02167.2Q02	Update. No level	7.) Notification number:	Update. No comment cycle	explanation.	8.) Notification number:	NET W.04.19.02.N. 01810.#77405 D. Delav in	response to comments.	9.) Notification number:	NETW.04.19.02.R.	01810.#77405_D. Delay in final	notification. 10.) Notification number:	PRÓD.06.25.03.F.03440.Resale	General_V26. Notification not	sent prior to actual effective	date. NOTE: This miss was inadvertently left off of the 2003	report.	11.) Notification number:
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Notifications	General v 3.3. Inotilications inot	sent prior to actual effective	ualc.	12.) Notification number:	PROD.11.17.03.F.1071.Grandpa	rentMS_NE_IA. Notifications	not sent prior to actual effective	date.	13.) Notification number:	PROD.01.06.04.F.01223.PCAT	Updates Notification not sent	prior to actual effective date.	14.) Notification number:	PROS.12.05.03.F.01131.Provisi	oningV29. Notifications not	sent prior to actual effective	date. NOTE: This accounts for	two misses – Initial and Final.	15.) Notification number:	PROS.03.31.04.F.01528.PCAT_	Updates. Notification not sent	prior to actual effective date.	16.) Notification number:	PROS.07.28.04.F.01932.Interce	ptCLEC_CustCall. Notification	not sent prior to actual effective	date.	17.) Notification number:	NETW.03.09.06.F.03763.Tech_	Pub_77368_Issue Notification	not sent prior to actual effective	date.	18.) Notification number:	NETW.04.04.06.F.03829.RG47-	0005_TechPub_77350	Notification not sent prior to	aciual emecuive naic.
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	numbe	r.U383U cation n	prior to		number F.04031		F.04064	6	sent pri	late. NO	r two m					e CMP	change	for red	ghting	was vo	nmunity	02 and	was rev	. This p	ciated	est is 10	he new		-origina	cess CR	does no	ion mee	est has in	Heatone
	ification	4.07.06. Notifi	tomers 1	date.	fication 5.23.06.	V9 and	7.12.06.	SAC	ions not	fective d	ounts for	d Final.				rough th	ssued to	process	highlig	02-1CN	LEC coi	er 18, 20	cument	5, 2003)	the asso	es. Qwe	it with th	es.	r Qwest	and Proc	mework	larificat	but Qwe	Civin
	19.) Notification number:	I KNG.04.07.06.F.03830.LocalQ 101 WBT Notification not sent	to all customers prior to actual	effective date.	20.) Notification number: PROD 06.23.06.F.04031.Osearc	h SVC V9 and	PROD.07.12.06.F.04064.FNL	Qsearch_SVC_V9.	Notifications not sent prior to	actual effective date. NOTE:	This accounts for two misses	Initial and Final				Note: Through the CMP, a CMP	CR was issued to change	Qwest's process for redlining	and green highlighting	(PC100102-1CM was voted on	by the CLEC community on	December 18, 2002 and the	CMP Document was revised on	January 6, 2003). This process	changed the associated	milestones. Qwest is 100%	compliant with the new	milestones.	Note: For Qwest-originated	Product and Process CRs, the	CMP framework does not	require clarification meetings to	be held, but Qwest has included	IIIs as a
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 Discussions to clarify Qwest-	originated Product or Process	CRs are generally held	informally within Qwest by the	originator of the CR and Qwest	Subject Matter Experts (SMEs)	before the CR is even submitted	to the CMP, and meeting	minutes are not prepared for	such discussions. After the CR	is formally submitted to CMP,	Qwest SMEs may, but generally	do not, clarify the CR. In	addition, Qwest generally holds	meetings with the CR originator	after submission of the CR to	CMP to discuss such matters as	the CMP requirements related to	the CR. In general, this is the	meeting date that is populated in	the clarification meeting field in	the CLEC-Qwest Product-	Process Interactive Report.	
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Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 5.5	June 5, 2002	June 19, 2002	This process has been in place	-
Postnonement			for over 55 months. During this	
	Meeting minutes that reflect that		time, the Postponement Process	
Owest implemented Section 5.5	the Redesign Team reached		has not been evoked.	
as agreed to by the Redesign	agreement on this section of the			
Team.	Qwest Wholesale Change			
	Management Process document			
	can be found at the following			
	URL:			-
	http://qwest.com/wholesale/cmp/			
	redesign.html (see CMP Re-			
	Design Meeting Minutes for			
	June 5-6)	. '		

brance Release  ur  nplemented Section 6 as o by the Redesign Team.	Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Meeting minutes that reflect that the Redesign Team reached tion 6 as agreement on this section of the Calendar for Samonths.  The Redesign Team reached agreement on this section of the Calendar for Samonths.  The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information.  Http://www.qwest.com/wholesal e/cmp/redesign.html (See  Meeting Minutes – CMP  Redesign Meeting October 16 Final Minutes, Page 3.)  Final Minutes, Page 3.)  Redesign Meeting October 16 Final Minutes, Page 3.)  April 2003, January 2003, April 2003, January 2003, July 2004, October 2005, January 2003, July 2004, December 2004, March 2005, April 2006, & July 2006, & Puly 2006  September 2005, April 2006, & July 2006, & Puly 2006  September 2005, April 2006, & July 2006, & Ju		the Redesign Team			
Meeting minutes that reflect that the Redesign Team reached agreement on this section of the agreement on this section of the gargement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting October 16 Final Minutes, Page 3.) Final Minutes, Page 3.)  Release Calendar was posted on the web in November 2001. Quarterly updates were posted on the web in January 2003, July 2003, September 2003, July 2003, September 2004, June 2004, June 2004, June 2005, September 2005, March 2005, March 2005, April 2006, & Luly 2006  Redesign Team reached agreement of the general agreement and the web in January 2004, April 2006, March 2006, March 2006, April 2006, & Luly 2006  Redesign Team reached agreement on the web in January 2004, April 2006, March 2006, April 2006, Buly 2006  Redesign Team reached on the web in January 2004, April 2006, March 2006, March 2006, April 2006, Buly 2006  Redesign Team reached on the web in January 2004, April 2006, March 2006, March 2006, March 2006, March 2006, March 2006, April 2006.	Section 6	October 16, 2001	November, 2001	Owest has complied with the	The current view of Qwest's
Meeting minutes that reflect that the Redesign Team reached tion 6 as agreement on this section of the	OSS Interface Release			improved OSS Interface Kelease	OSS interface Kelease Calendar
the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesal lecting/inutes - CMP Redesign Meeting October 16 Final Minutes, Page 3.) Final Minutes, Page 3.) Final Minutes, Page 3.)  Final Minutes, Page 3.	Calendar	Meeting minutes that reflect that		Calendar for 58 months.	can be found at the following
agreement on this section of the  Qwest Wholesale Change  Management Process document can be found at the following URL:  URL:  http://www.qwest.com/wholesal e/cmp/redesign.html (See  Meeting Minutes, Page 3.)  Final Minutes, Page 3.)  Final Minutes, Page 3.)  Procember 2003, July 2003, September 2003, July 2004, April 2004, July 2004, October 2005, June 2005, June 2005, June 2005, June 2005, March 2005, April 2006, April 2005, June 2005, September 2005, March 2005, April 2006,		the Redesign Team reached			URL:
Owest Wholesale Change Management Process document can be found at the following URL:  URL:  http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)  Final Minutes, Page 3.)  Final Minutes, Page 3.)  Proceember 2002, July 2002, October 2002, July 2003, April 2004, July 2003, April 2004, July 2003, September 2003, July 2004, October 2004, December 2003, July 2006, September 2004, March 2005, June 2005, September 2005, March 2005, December 2005, March 2005, December 2005, March 2005, April 2006, April 2006, & July	Owest implemented Section 6 as	agreement on this section of the		The previous Calendar already	http://www.qwest.com/wholesal
Management Process document can be found at the following URL: http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)	agreed to hy the Redesign Team.	Owest Wholesale Change		provided OSS Release	e/cmp/osscalendar.html
	Service Connection	Management Process document		information, but was improved	
Tes		can be found at the following		with the inclusion of additional	
		URL:		customer facing system	
		http://www.qwest.com/wholesal		information.	
		e/cmn/redesign.html (See			
		Meeting Minutes – CMP		The revised OSS Interface	
		Redesign Meeting October 16		Release Calendar was posted on	
		Final Minutes, Page 3.)		the web in November 2001.	
on the web in January 2002, April 2002, July 2002, October 2002, January 2003, April 2003, July 2003, September 2003, December 2004, July 2004, October 2004, December 2004, March 2005, June 2005, September 2005, June 2005, March 2005, December 2005, March 2005, December 2005, March 2006, April 2006, & July 2006				Quarterly updates were posted	
April 2002, July 2002, October 2002, January 2003, April 2003, July 2003, September 2003, December 2003, January 2004, April 2004, Duty 2004, October 2004, December 2004, March 2005, June 2005, September 2005, June 2005, March 2005, April 2006, April 2006, April 2006, & July 2006				on the web in January 2002,	
2002, January 2003, April 2003, July 2003, September 2003, December 2003, January 2004, April 2004, July 2004, October 2004, December 2005, September 2005, June 2005, September 2005, December 2005, March 2006, April 2006,				April 2002, July 2002, October	
July 2003, September 2003, December 2003, January 2004, April 2004, July 2004, October 2004, December 2004, March 2005, June 2005, September 2005, March 2005, April 2006, April 2006, & July 2006				2002, January 2003, April 2003,	
December 2003, January 2004, April 2004, July 2004, October 2004, December 2004, March 2005, June 2005, September 2005, March 2005, December 2005, March 2006, April 2006, & July 2006				July 2003, September 2003,	
April 2004, July 2004, October 2004, December 2004, March 2005, June 2005, September 2005, December 2005, March 2006, April 2006, & July 2006				December 2003, January 2004,	
2004, December 2004, March 2005, June 2005, September 2005, December 2005, March 2006, April 2006. & July 2006				April 2004, July 2004, October	
2005, June 2005, September 2005, December 2005, March 2006, April 2006. & July 2006				2004, December 2004, March	
2005, December 2005, March 2006, April 2006. & July 2006				2005, June 2005, September	
2006, April 2006. & July 2006				2005, December 2005, March	
				2006, April 2006. & July 2006	

			Owogeth Dogord of Compliance	Sunnorting Deferences
Process	Date Process was Baselined by	Date Process was implemented	Qwest's record of Computance	Sapporting managed
	the Redesign Team			
Section 7	November 1, 2001	November, 2001.	Qwest introduced a new OSS	
Introduction of a New OSS			Interface (ASR Pre-Order via	
Interface	Meeting minutes that reflect that		XML) on October 29, 2003.	
	the Redesign Team reached		There are 8 CMP milestones for	
Section 7.1	agreement on this section of the		the introduction of a new OSS	
Introduction of a New	Owest Wholesale Change		Interface: 1.) Release	
Annlication to Application	Management Process document		Notification; 2.) CLEC	
Interface	can be found at the following		Comments and Qwest Response;	
	URL:		3.) Implementation Plan review	
	http://www.qwest.com/wholesal		meeting; 4) Draft Technical	· · · · · · · · · · · · · · · · · · ·
	e/cmp/redesign.html (See		Specifications issued; 5.) Walk	
	Meeting Minutes – CMP	-	through of Draft Technical	
	Redesign Meeting November 1		Specifications; 6.) CLEC	
	Final Minutes, Page 11.)		Comments and Qwest Response;	
			7.) Final Technical	
			Specifications; and 8.) Release	
			into Production. Qwest is 100%	
			in compliance with all	
			milestones	

November, 2001  November, 2001  (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: crion of the introduction of a new GUI: 1.) Release Notification; 2.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Owest demonstrated 100% compliance with these milestones. Commers and Qwest Response; 5.) Final Notification; and 6.) Deployment. Owest demonstrated 100% compliance with these milestones. CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Interface Overview; 4.) CLEC Commers are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 3.) Interface Overview; 4.) CLEC Commerns and Owest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones (Owest is in compliance with the milestones of the introduction of a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Final Notification; 2.) There are 6 CMP milestones of the introduction of a new GUI: 1.) Release Notification; 2.) There are 6 CMP milestones of the introduction of a new GUI: 1.) Release Notification; 2.) There are 6 CMP milestones of the introduction of a new GUI: 1.) Release Notification; 2.)	Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Meeting minutes that reflect that the Redesign Team reached agreement on this section of the agreement on this section of the Amangement Process document Amangement Process document Comments and Qwest Response; Signal Moliforation; Amangement Process document Comments and Qwest Response; Signal Moliforation; and 6.) Deployment. Qwest Response; Meeting Minutes. CMP Redesign Meeting November 1 Final Minutes, Page 11.) GORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI: (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI: (QORA) on November 3, 2003. There are 6 CMP milestones for the introduction of a new GUI: (1) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; Signal Minutes, Page 11.) CORA on November 3, 2003. There are 6 CMP milestones of the mitestones of the introduction of a new GUI: (2) Final Notification; 2.) Issue Draft Release Notification; 3.) Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones of the introduction of a new GUI: (1) Release Notification; 2.) There are 6 CMP milestones of the milestones of the introduction of a new GUI: (2) There are 6 CMP milestones of the minutestones of the minutesto	Section 7.2	November 1, 2001	November, 2001	Owest introduced a new GUI	Supporting data can be found at
the introduction of a new GUI:  Award agreement on this section of the  Qwest Wholesale Change  Management Process document  Amagement Amagement  Amagement Amagement  Amagement Awest Response;  Amagement Amagement  Amagement Amagement  Amesting Minutes - CMP  Amagement Amagement  Amesting Movember 1  Final Minutes, Page 11.)  Final Minutes, Page 11.)  Amagement Amagement  Amesting Movember 3, 2003.  There are 6 CMP milestones of 11.  I.) Release Notification; and 6.)  Deployment Covers and Owest Response;  S.) Final Notification; and 6.)  Deployment Covers and Comments and Owest Response;  S.) Final Notification; and 6.)  Deployment Covers and Co	Introduction of a New GUI	Mooting minutes that reflect that		(FORCAST) on March 8, 2002. There are 6 CMP milestones for	http://www.qwest.com/wholesal
agreement on this section of the  Qwest Wholesale Change  Ananagement Process document  Can be found at the following  URL:  http://www.qwest.com/wholesal  e/comments and Qwest Response;  URL:  http://www.qwest.com/wholesal  e/comments and Qwest Response;  S.) Final Notification; and 6.)  Deployment. Qwest Response;  S. Final Notification; and 6.)  Deployment. Qwest Response;  Redesign Meeting November 1  Final Minutes, Page 11.)  Redesign Meeting November 1  Final Minutes, Page 11.)  (QORA) on November 3, 2003.  There are 6 CMP milestones for the introduction of a new GUI:  1.) Release Notification; 2.)  Issue Draft Release Notification; 2.)  Issue Draft Release Notification; 3.)  Interface Overview; 4.) CLEC  Comments and Qwest Response;  S.) Final Notification; and 6.)  Deployment. Qwest introduced a new Interface (QORA - UOM) on October 10, 2005.  There are 6 CMP milestones  Owest introduced a new Interface (QORA - UOM) on October 10, 2005.  There are 6 CMP milestones for the introduction of a new GUI:  I.) Release Notification; 2.)  Interface Overview; 4.) CLEC  Comments and Qwest Response;  S.) Final Notification; 2.)  There are 6 CMP milestones  Owest introduced a new GUI:  I.) Release Notification; 2.)  Interface Overview; 4.) CLEC  Comments and Qwest Response;  S.) Final Notification; 2.)  There are 6 CMP milestones  Owest introduced a new GUI:  I.) Release Notification; 2.)	Owest implemented Section 7 as	the Redesign Team reached		the introduction of a new GUI:	e/notices/cnla/bysubcat/1,1834,3
Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)	agreed to by the Redesign Team.	agreement on this section of the		1.) Release Notification; 2.)	8,00.html
		Owest Wholesale Change		Issue Draft Release Notes, 3.)	
		Management Process document		Interface Overview; 4.) CLEC	
nolesai		can be found at the following		5.) Final Notification; and 6.)	
lber 1		http://www.qwest.com/wholesal		Deployment. Qwest	
nber 1		e/cmp/redesign.html (See Meeting Minutes – CMP		demonstrated 100% compilance with these milestones.	
		Redesign Meeting November 1			
(QUKA) on November 3, 2003.  There are 6 CMP milestones for the introduction of a new GUI:  1.) Release Notification; 2.) Issue Draft Release Notification; 3.) Interface Overview; 4.) CLEC Comments and Owest Response; 5.) Final Notification; and 6.) Deployment. Qwest Response; 6.) Final Notification; and 6.) Deployment to well there milestones of demonstrated 100% compliance with the milestones.  Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005.  There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)		Final Minutes, Page 11.)		Qwest introduced a new GUI	
the introduction of a new GUI:  1.) Release Notification; 2.) Issue Draft Release Notification; 2.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest Response; 6.) Final Notification; and 6.) Deployment. Qwest intoque on the milestones Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				(QOKA) on November 5, 2003.  There are 6 CMP milestones for	
1.) Release Notification; 2.) Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest Response; demonstrated 100% compliance with these milestones Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				the introduction of a new GUI:	
Issue Draft Release Notes, 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				1.) Release Notification; 2.)	
Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				Issue Draft Release Notes, 3.)	
Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones. Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				Interface Overview; 4.) CLEC	
Deployment. Qwest demonstrated 100% compliance with these milestones Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				Comments and Owest Response;	
Deployment. Qwest demonstrated 100% compliance with these milestones.  Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005.  There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				5.) Final Notification; and 6.)	
demonstrated 100% computance with these milestones     Qwest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005.  There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				Deployment. Qwest	-
With the Owest is in compliance with the milestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005.  There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				demonstrated 100% compilance	
wilestones.  Qwest introduced a new Interface (QORA - UOM) on October 10, 2005.  There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				Owest is in compliance with the	
Owest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)				milestones.	
Qwest introduced a new Interface (QORA - UOM) on October 10, 2005. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.)					
Interface (QORA - UOM) on October 10, 2005.  There are 6 CMP milestones for the introduction of a new GUI:  1.) Release Notification; 2.)				Qwest introduced a new	
October 10, 2005.  There are 6 CMP milestones for the introduction of a new GUI:  1.) Release Notification; 2.)				Interface (QORA - UOM) on	
There are 6 CMP milestones for the introduction of a new GUI:				October 10, 2005.	
the introduction of a new GUI:  1.) Release Notification; 2.)				There are 6 CMP milestones for	
1.) Kelease Indulication, 2.)				the introduction of a new GUI:	
Issue Draft Release Notes, 3.)				1.) Release Nouncauon; z.) Issue Draft Release Notes, 3.)	

Interface Overview; 4.) CLEC	Comments and Qwest Response;	5.) Final Notification; and 6.)	Deployment. Qwest	demonstrated 100% compliance	with these milestones	Qwest is in compliance with the	milestones.

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Supporting References								
Qwest's Record of Compliance	Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has	complied with this process for over 4 years.  In 2001, Qwest implemented 2 major and 3 point releases. In	2002, Qwest implemented 3 major and 2 point releases.	Owest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application	to application) release has been implemented. Qwest has complied with this process for over 3 years.	IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001.	IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.)	IMA Release 8.0 was
Date Process was Implemented	See Qwest's Record of Compliance column.							
Date Process was Baselined by the Redesign Team	November 1, 2001  Meeting minutes that reflect that the Redesign Team reached	agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following	http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP	Redesign Meeting November 1 Final Minutes, Page 8.				
Process	Section 8.0 Change to Existing OSS Interfaces	Qwest implemented Section 8.0 as agreed to by the Redesign Team.						

1							
implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the	CLECs.) IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002. (Qwest	CLECs.) IMA Release 10.0 was implemented June 17, 2002 and IMA Release 9.0 was retired on	December 17, 2002. (Qwest exceeded its commitment to the CLECs.)	implemented November 18, 2002. IMA Release 10.0 was retired on July 18, 2003. IMA Release 12.0 was	implemented April 7, 2003 and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004.	IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the	Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process
		· · · · · · · · · · · · · · · · · · ·			· ·		
	· .						· · · · · · · · · · · · · · · · · · ·

for over 2 years. (See release dates above.) In the instance, with IMA 13.0 QWEST issued CR# SCR010203-01EX Exception request to change the IMA 13.0 Timeline. This change was voted on and unanimously approved.	IMA Release 14.0 was implemented December 8, 2003 and IMA 13.0 was retired on August 4, 2004.	IMA Release 15.0 was implemented April 19, 2004 and IMA 14.0 was retired on December 12, 2004	IMA 16.0 was implemented October 18, 2004 and IMA 15.0 was retired on April 11, 2005	IMA 17.0 was implemented April 11, 2005 and IMA 16.0 will retire December 10, 2005.	IMA 18.0 was implemented October 17, 2005 and IMA 17.0 will retire on June 10, 2006.	IMA 19.0 was implemented on April 10, 2006 and IMA 18.0 will retire on October 10, 2006

November, 2001  Cestation of the existing OSS Interface — GUI (CEMR) on April 7, 2002, cached tange existing OSS Interface — GUI (CEMR) on April 7, 2002, March 17, 2003, April 14, 2003, April 14, 2003, April 18, 2003, April 14, 2003, April 18, 2003, April 14, 2003, April 18, 2004, March 27, 2004, July 19, 2005, and December 10, 2005.  (See December 10, 2005.  (NEDIAAC) July 19, 2005, and December 10, 2005.  (NEDIAAC) July 19, 2005, and December 10, 2005.  (NEDIAAC) July 10, 2005, and April 10, 2004, IMA-GUI 11, 0 on October 18, 2004, IMA-GUI 11, 0 on October 18, 2004, IMA-GUI 11, 2005, and	Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
implemented Section 8.2  the Redesign Team reached that reflect that the Redesign Section of the Owenther 3, 2002, March 17, 2003, April 14, 2003, April 20, 2	Section 8.2	November 1, 2001	November, 2001	Owest introduced changes to an	http://www.qwest.com/wholesal
Weening minutes that Perfect that  Weening minutes after Perfect that  Weening minutes after Perfect that  Augreement on this section of the  Quest Wholesale Change  Augreement on this section of the  Quest March 17,  Can be found at the following  URL:  http://www.qwest.com/wholesal  ecimpfredesign/metrity  Meeting Minutes - CMP  Redesign Meeting November 1  Final Minutes,  Redesign Meeting November 1  Final Minutes,  Redesign Augreement of the Color of t	Graphical User Interface	5		existing OSS Interface – GUI	6/houces/chia/bysuocat/1,1034,4
Implemented section of the color of the colo	C 0 :::::::::::::::::::::::::::::::::::	the Dodocian Team reached		November 3, 2002, March 17.	1.03.06 notices.0
Owest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	Owest Implemented Section 6.2	agreement on this section of the		2003, April 14, 2003, August 18,	
Management Process document can be found at the following URL:  http://www.qwest.com/wholesal e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	as agreed to by the Nedesign	Owest Wholesale Change		2003, December 15, 2003, April	
Tes —	I Calli.	Management Process document		5, 2004, June 28, 2004,	
les		can be found at the following		December 13, 2004, March 27,	
iber 1		URL:		2005, July 19, 2005, and	
iber 1		http://www.qwest.com/wholesal		December 10, 2005.	
nber 1		e/cmp/redesign.html (See		(MEDIAAC) June 27, 2005 and	
inutes, inutes		Meeting Minutes – CMP		December 12, 2005.	
		Kedesign Meeting Movement		TMA-GUI 10.0 Release on April	
		Filial Milliancs,		4. 2002. IMA-GUI 11.0 on	
12.0 on April 7, 2003, IMA- GUI 13.0 on August 4, 2003, IMA GUI 14.0 on December 8, 2003, IMA GUI 15.0 on April 19, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 10, and IMA GUI 19.0 on April 11, 2005 and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.)  Deployment Ower Comments; 3. Final Interface Release Notice; and 4.)		rage o.		November 18, 2002, IMA-GUI	
GUI 13.0 on August 4, 2003, IMA GUI 14.0 on December 8, 2003, IMA GUI 15.0 on April 19, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 17.0 on April 11, 2005, IMA GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment, Qwest				12.0 on April 7, 2003, IMA-	
IMA GUI 14.0 on December 8, 2003, IMA GUI 15.0 on April 19, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 11, 2005, and IMA GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.)  Deployment, Owest Comments, 10, 1000, 2000 and 1000 and				GUI 13.0 on August 4, 2003,	
2003, IMA GUI 15.0 on April 19, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 11, 2005, IMA GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.)  Deployment, Qwest				IMA GUI 14.0 on December 8,	
19, 2004, IMA GUI 16.0 on October 18, 2004, IMA GUI 17.0 on April 11, 2005, IMA GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest				2003, IMA GUI 15.0 on April	
October 18, 2004, IMA GUI 17.0 on April 11, 2005, IMA GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest				19, 2004, IMA GUI 16.0 on	
17.0 on April 11, 2005, IMA GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Owest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment, Owest				October 18, 2004, IMA GUI	
GUI 18.0 on October 17, 2005 and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest				17.0 on April 11, 2005, IMA	
and IMA GUI 19.0 on April 10, 2006.  There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest				GUI 18.0 on October 17, 2005	
There are 4 CMP milestones for changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest				and IMA GUI 19.0 on April 10,	
There are 4 CMP milestones for changes to an existing GUI: 1.)  Draft GUI Release Notice; 2.)  Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.)  Deployment. Qwest				2006.	
changes to an existing GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest				There are 4 CMP milestones for	
Draft GUI Release Notice; 2.)  Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest				changes to an existing GUI: 1.)	
Owest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Owest				Draft GUI Release Notice; 2.)	
Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest				Qwest Response to CLEC	
Release Notice; and 4.)  Deployment. Qwest				Comments; 3.) Final Interface	
Deployment. Qwest				Release Notice; and 4.)	-
				Deployment. Qwest	

with these milestones.

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 9	November 1, 2001	November, 2001.	Qwest implemented a	Supporting data can be found at
Retirement of Existing OSS		-	Ketirement of an Existing USS	the Iollowing OKL.
Interface	Meeting minutes that reflect that		Interface – Graphical User Interface (CTAG) on July 22	http://www.qwest.com/wholesale/notices/cnla/bysilbcat/1.1834.3
	the Kedesign Team discussed		2002.	8,00.html
	Wholesale Change Management			
	Process document can be found		Qwest implemented a	
	at the following URL:		Retirement of an Existing OSS	
	http://www.qwest.com/wholesal		Interface – I ELIS on August 1,	
	e/cmp/redesign.html (See		1001	-
	Meeting Minutes – CMF Dodesian Meeting November 1		Owest implemented the	
	Final Minutes		Retirement of the	
	Page 12 Although the minutes		Interoperability Environment on	
	do not specifically reflect that		June 27, 2005	
-	agreement was reached, the			
	process was incorporated in the		Owest implemented the	
	Qwest Wholesale Change		Retirement of the Resale Product	
	Management Process document,		Database (KPD) on April 29,	
	which is indicative of		2006.	
	acceptance.			
			There are 5 CMP milestones for	
			retirement of an existing	
	**	:	Graphical User Interface: 1.)	
			Initial Retirement Notice, 2.)	
			Comments: 3 ) Establish	
-			comparable functionality; 4.)	
			Final Retirement Notice; 5.)	
-			Retirement.	
			Qwest demonstrated 100%	
			compliance with these	
			milestones.	

	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Owest's Record of Compliance	Supporting References
Section 10	0		The CLECs have been able to	The CRs that were candidates
Prioritization			prioritize CRs as described	tor the IMA 10.0 Release, by CK
			below:	type, can be found at the
Owest implemented Section 10	-		,	TOHOWING UKE:
and subsequent modifications to			There were 4 Regulatory CRs, 0	http://www.qwest.com/wholesal
it as agreed to by the Redesign			Industry Guideline CRs, 24	e/downloads/2001/011012/Syste
Team	· ·		CLEC Originated CRs, and 25	ms Distribution Doc.pdf (See
			Qwest Originated CRs on the	Distribution Package for 10-18-
			candidate list for the IMA 10.0	01, Attachment E for CRs
			Release. The CLECs prioritized	originally classified as
			everything except the Regulatory	Regulatory CRs and Attachment
	-		CRs in August 2001 and again in	F for Qwest Originated and
			October/November 2001.	CLEC Originated CRs. NOTE:
				There were no industry
			There were 2 Regulatory CRs,	Guideline CRs for the IMA 10.0
			16 Industry Guideline CRs, 10	Release.
			CLEC Originated CRs, and 12	
			Owest Originated CRs on the	
-			candidate list for the IMA 11.0	The CRs that were candidates
			Release. It should be noted that	for the IMA 11.0 Release, by CR
			the 2 Regulatory CRs were for	type, can be found at the
			PID improvements. The CLECs	following URL:
		The Control	prioritized everything except the	http://www.qwest.com/wholesal
			Regulatory CRs. Effective with	e/downloads/2001/011012/Syste
			Qwest's IMA 12.0 Release and	ms Distribution Doc.pdf See
			beyond, PID improvements will	Distribution Package for 10-18-
			be treated as either CLEC	01, Attachment E for CRs
			Originated CRs or Qwest	originally classified as
			Originated CRs.	Regulatory CRs and Attachment
				F for Qwest Originated and
			There was 1 Regulatory CR, 12	CLEC Originated CRs. NOTE:
			Industry Guideline CRs, 34	There were no industry
			CLEC Originated CRs, and 13	Guideline CRs for the IMA 10.0
			Owest Originated CRs on the	Release.

candidate list for the IMA 12.0 Release.	There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.	There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.	There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.	There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.	There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.	There were 0 Regulatory CRs, 28 CLEC originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0
		· · · · · · ·	· · · · · · · · · · · · · · · · · · ·			

				1.00
Release.	There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.	There are 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.	There are 0 Regulatory CRs., 18 CLEC originated CRs, 1 Qwest originated CR on the candidate list for the IMA 21.0 Release.	

Process	Date Process was Baselined by	Date Process was Implemented	Date Process was Implemented   Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 11	February 7, 2002	February, 2002	Although through the Redesign	
Application-to-Application			process the team agreed to the	
Interface Testing	Meeting minutes that reflect that		improved process for interface	
0	the Redesign Team reached		testing, it should be noted that	
Owest implemented Section 11	agreement on this section of the		SATE has been available to the	
as agreed to by the Redesign	Owest Wholesale Change		CLECs since August 2001 and	
Team	Management Process document		was used by CLECs to migrate	
	can be found at the following		their systems to the IMA 8.0	
	URL:		Release and later releases.	
	http://qwest.com/wholesale/cmp/			
	redesign.html (see CMP			
	Redesign Meeting February 5 - 7			
	Final Minutes – 03/12/02, Page			
	14, Paragraph 2.)			

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting Keierences
Section 12 Deceluation Support	December 10,2001	February 2002	Qwest has complied with this process for nearly 49 months.	Supporting data can be found at the following URL:
	Meeting minutes that reflect that		•	http://www.qwest.com/wholesal
Owest implemented Section 12	the Redesign Team reached		Between February 2, 2002 and September 30, 2006, there were	e/notices/cnla/bysubcat/1,1834,3 8,00.html (See Planned Outage
as agreed to by the redesign   Team.	Qwest Wholesale Change		266 planned outages. Qwest	notification type.)
	Management Process document can be found at the following		missed the notification interval 1 time on March 31, 2003.	
	URL:		(SYST.03.31.03.F.04282.SchdD	
	redesign.html (see CMP	et	Qwest has demonstrated 99.62%	Supporting data can be found at
	Redesign Meeting December 10-		compliance with this process.	the following URL: http://www.qwest.com/wholesal
			It has been Qwest's practice,	e/notices/cnla/bysubcat/1,1834,5
			prior to the Redesign effort, to	6,00.html (See 3/27 Release
			conduct post-deployment	Notice
			meetings.	S 1 5 1 . 0 5 . 2 / . 0 2 . F . 0 4 0 0 1 . IIVIA_N   Ise 9 0 1 . doc
			Between February 1,2002 and	
			September 30, 2006 Qwest	
-			processed 49 Severity 1s, 2730	
			Severity 2s, 11378 Severity 3s,	
			and 27 Severity 45.	
			Correction: Qwest previously	
			reported 3 Severity 4's. These	
			Severity 4's were resolved and	
			desk contact, and therefore not	
			subject to the Production	
			Support Process.	
			On June 18, 2002, CLECs and	
			Owest agreed to processes for	

-														. "																				
Product/Process production	support. Owest implemented	this process on July 15, 2002.		During the third quarter of 2005.	it was determined that there was	no Event Notification generated	for a DUF problem that occurred	in 2004. The problem was	identified by Qwest 2 <sup>nd</sup> quarter	2004 and corrected within 4 <sup>th</sup>	quarter 2004. There were no	CLECs that reported the	problem. No CLEC coding	changes were required.	Note: In the process of	preparing the reply comments	for the OSS Declaration in the	FCC 271 proceedings, Qwest	discovered that a number of	event notifications that were	required to be issued by the	CMP Framework had not been	issued, even though the	underlying defects had been	corrected. After investigating the	reasons for the non-issuance of	these notifications, it became	apparent that there was	confusion among some members	of the Qwest IT Staff. Once it	identified the missing event	notification problem and its	cause, Qwest promptly issued	clarifying instructions to the IT Staff so that going forward there
Prod	dans	this	•	Duri	it wa	noE	for a	in 20	iden	2004	quar	CLE	prob	chan	Note	prep	fort	FCC	disc	ever	redn	CM	issn	pun	COL	reas	thes	appi	con	oft	iden	noti	caus	clar
																						-												
		-																																
				- -		-								-										-				-						

will be no confusion.

Process	Date Process was Baselined by	Date Process was Implemented	Date Process was Implemented   Qwest's Record of Compliance   Supporting References	Supporting References
	the Redesign Team			
Section 13	May 2, 2002		Although the Redesign Team	Supporting data can be found at
Training			agreed to the documented	the following UKL:
)	Meeting minutes that reflect that		process for training, it should be	http://www.qwest.com/wholesal
Owest implemented Section 13	the Redesign Team reached		noted that Owest has provided	e/training/index.html
as agreed to by the Redesign	agreement on this section of the		training on OSS Interfaces and	
Team.	Qwest Wholesale Change		Product/Process changes since	
	Management Process document		the beginning of 2000.	
	can be found at the following			
	URL:			
	http://Qwest.com/wholesale/cmp			
	/redesign.html (see CMP Re-			
	Design Meeting May 1-2, Page			
	11)			

November 16, 2001   November 16, 2001   Covers has complied with the Ecclasion Process for 49	Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: URL: URL: URL: URL: URL: URL: URL:	Section 14 Escalation Process	September 20, 2001	November 16, 2001	Owest has complied with the Escalation Process for 49	Supporting data can be found at: Http://www.gwest.com/wholesal
agreement on this section of the  Qwest Mholesale Change  Ananagement Process document  can be found at the following  URL:  http://qwest.com/wholesale/cmp/ redesign/html (Sec CMP  Final Minutes – 10/10/01, Page  S.)  Final Minutes – 10/10/01, Page  Escalation: 1.) Monitor  Escalation: 3.) Acknowledge  Escalation: 4.) Post Escalation  Ower: 5.) Notify CLECs of  Escalation: 5.) Acknowledge  Escalation: 6.) Monitor for  OLEC Response. Owest is  responsible for missing 1  milestone out of a possible 304  milestone out of a possible 304  milestone out of a possible 304  milestone by 1 day for  milestone by 1 day for	Owast implemented Section 14	Meeting minutes that reflect that the Redesion Team reached		months	Escalations and Disputes
Qwest Wholesale Change  Management Process document can be found at the following  URL:  Http://qwest.com/wholesale/cmp/ redesign.html (See CMP Re- Design Meeting Sept. 18 & 20 Final Minutes – 10/10/01, Page Final Minutes – 10/10/01, Page Escalation: 1.) Monitor Escalation: 3.) Acknowledge Escalation: 3.) Acknowledge Escalation: 4.) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestones with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for	west implemented Section 14	agreement on this section of the		Between November 16, 2001	- Initiation
escalations and 16 Product/Process escalations in accordance with the CMP Escalation Process. There are 8 CMP milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 3.) Acknowledge Escalation; 4.) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 304 milestones. This equates to an average compliance rate of 99.67%  In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for	Team.	Qwest Wholesale Change		and September 30, 2006 Qwest	- Ongoing
ose (		Management Process document		processed 22 OSS interface escalations and 16	2 Michigan
o o o o o o o o o o o o o o o o o o o		can be found at the following		Product/Process escalations in	
0 %		http://gwest.com/wholesale/cmp/		accordance with the CMP	
98 0		redesign.html (See CMP Re-		Escalation Process. There are 8	
		Design Meeting Sept. 18 & 20		CMP milestones for each	
Escalation; 2.) Varidate Escalation; 3.) Acknowledge Escalation; 4.) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 304 milestones. This equates to an average compliance rate of 99.67% In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for		Final Minutes – 10/10/01, Page		escalation: 1.) Monitor	
Escalation; 3.) Acknowledge Escalation; 4.) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 304 milestone out of a possible 304 milestone out of a possible 304 milestone with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for		3.)		Escalation; 2.) Validate	
Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestones. This equates to an average compliance rate of 99.67% In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this				Escalation; 3.) Acknowledge	
Escalation 6.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Owest is responsible for missing 1 milestone out of a possible 304 milestones. This equates to an average compliance rate of 99.67% In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for				Escalation; 4) Post Escalation to	
Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestones. This equates to an average compliance rate of 99.67%  In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for				Web; 5.) Notify CLECs of	
Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Owest is responsible for missing 1 milestone out of a possible 304 milestones. This equates to an average compliance rate of 99.67%  In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for				Escalation 6.) Monitor for	
Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 304 milestones. This equates to an average compliance rate of 99.67%  In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for				Participation; 7.) Qwest Binding	
CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 304 milestones. This equates to an average compliance rate of 99.67%  In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for				Position; and 8.) Monitor for	
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milestones. This equates to an average compliance rate of 99.67%  In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for				milestone out of a possible 304	
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In accordance with the CMP,  Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for				%29.66	
In accordance with the CMP,  Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for					
Owest must post an escalation on the web within 1 business day of receipt of the complete escalation. Owest missed this milestone by 1 day for				In accordance with the CMP,	
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of receipt of the complete escalation. Qwest missed this milestone by 1 day for				on the web within 1 business day	
escalation. Qwest missed this milestone by 1 day for				of receipt of the complete	
milestone by 1 day for				escalation. Qwest missed this	
- DC102301-2-E02				milestone by 1 day for	

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 15	September 20, 2001	November 16, 2001	This process has been in place	Supporting data can be found at:
Dispute Resolution			for 56 months. Qwest's Dispute	http://qwest.com/wholesale/cmp/
	Meeting minutes that reflect that		Resolution tool may be found on	escdisp.html
Owest implemented Section 15	the Redesign Team reached		Qwest's CMP web site.	
as agreed to by the Redesign	agreement on this section of the			See Escalations and Disputes
Team	Owest Wholesale Change		On November 24, 2004, Qwest	- Initiation
	Management Process document		processed 1 Product/Process	- Ongoing
	can be found at the following		dispute in accordance with the	- Archive
	URL:		CMP Dispute Process.	-
	http://OWEst.com/wholesale/cm			
	p/redesign.html (see CMP Re-		On October 20, 2005, Qwest	- V
	Design Meeting Sept. 18 & 20		processed 1 System dispute in	
	Final Minutes - 10-10-01, Page		accordance with the CMP	
· · ·	5.)		Dispute Process.	
				:
			There is one milestone for each	
			dispute	
			1) Acknowledge receipt of the	
			complete Dispute Resolution e-	
			mail within one (1) business day.	
			Owest demonstrated 100%	
			compliance with this milestone.	

Qwest's Record of Compliance Supporting References	This process has been in place Supporting data can be found at: for over 48 months. During this	time, Qwest has received 26  Exception requests. There are 6  CMP milestones for the  Exception process: 1.)  Acknowledge receipt of  Exception submission; 2.) Issue  Notification of pre-meeting; 3.)  Conduct vote; 6.) Post  Conduct vote; 6.) Post	disposition notification and fally form. Qwest is responsible for missing 2 milestones out of a possible 156 milestones. This equates to an average compliance rate of 98.71%.	Following is a description of the missed notification milestones:	1) CR Number: SCR041703- 04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.	CB Number: SCR041703.
This process has be	for over 48 months	time, Qwest has receive time, Qwest has received Exception requests. To CMP milestones for the Exception process: 1.) Acknowledge receipt Exception submission Notification of pre-me Conduct pre-meeting; vote notification and the Conduct vote; 6.) Post	disposition notification. Qwest is responsing 2 mileston possible 156 miles equates to an averate of 98.71%.	Following is a dese	1) CR Number: South of the control o	2) CR Number: SCR041703
Date Process was Implemented	June 19, 2002 (original)					
Date Process was Baselined by the Redesign Team	June 6, 2002	Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL:  http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting Minutes for	June 5-6)			
Process	Section 16 Exception	Qwest implemented Section 16 as agreed to by the Redesign Team.				

Note: Through the Redesign	Process on September 12, 2002,	the milestones were amended to	require a pre-meeting for all	Exception Requests.	
	.,,,,,			J	

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Owest's Record of Compliance	Supporting Kererences
Section 17	July 10, 2002	July 17, 2002	This process has been in place for over 49 months. During this	Supporting data can be found at: http://www.qwest.com/wholesale
Owest implemented Section 17	Meeting minutes that reflect that the Redesign Team reached		time, Qwest has conducted 44 votes. There are 3 CMP	/cmp/teammeetings.html and http://www.qwest.com/wholesale
as agreed to by the Redesign Team.	agreement on this section of the Qwest Wholesale Change		milestones for the Voting process: 1.) Issue Notification of a vote: 2.) Issue Notification of	/notices/cnla/
	Management Frocess document can be found at the following URL:		vote result; 3.) Post vote result and meeting minutes. Qwest is	
	http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-		responsible for missing 2 milestones out of a possible 130	
	Design Meeting Minutes for July 10)		milestones. Qwest has demonstrated 98.48 %	
			compliance with these milestones.	
			Following is a description of the missed notification milestones:	
			1.) CR Number: SCR041703-	
			04EX (MCI exception) Milestone missed: The	
			disposition notification and tally form were not posted on time.	
			2.) CR Number: SCR041703-	
			04EX (Qwest exception)	
			disposition notification and tally	
			form were not posted on time.	

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Date Process was Implemented   Qwest's Record of Compliance   Supporting References	Supporting References
Section 18	September 13, 2002	September 18, 2002	This process has been in place	Owest developed a web site to
Oversight Review Process			time 7 anglements been made	manage requests and information
01	Meeting minutes that reflect that		to the Oversight Review	Process This web site is located
Owest implemented Section 18	the redesign feam feached		Committee	of:
as agreed to by the Kedesign	agreement on this section of the		Commune.	at.
Team.	Qwest Wholesale Change			nttp://www.qwest.com/wholesale
	Management Process document			/cmp/coc.html
	can be found at the following			
	URL:			
	http://qwest.com/wholesale/cmp/			
	redesign.html (see CMP Re-			
	Design Meeting Minutes for			
	September 12-13)			